**[NHS Trust Name]**

[Title and surname here]

[Address 1]

[Address 2]

[Address 3]

[Address 4]

[Postcode]

**Survey number:** **[SERVICE USER RECORD NUMBER]**

[Date]

Dear [Insert Title and Surname here],

# Please take this opportunity to make a difference to NHS mental health care.

# A few weeks ago, we sent you a letter inviting you to take part in a survey about your experience of mental health services at [NHS trust name]. You may also have received a text message about the survey. If you have already responded, thank you for your time – you do not need to do anything else.

**This will be your final chance to take part in this year’s survey.** Whilst we have had a great response so far, from others who have shared their feedback with us, we would still really like to hear from you because your views are important.

Even if your contact with the NHS mental health team has been short or has now finished, we are still keen to hear from you. The survey will ask you questions about your experience, which will help us improve the care we provide. We understand you may also be receiving mental health care from a GP, however when answering this survey, please think about the care you received at the NHS Community Mental Health Trust.

# Your responses will be kept confidential. This means that staff caring for you will not know who has taken part or how you responded. This survey is voluntary but we welcome your feedback.

A picture containing diagram

Description automatically generatedTo participate please complete the questionnaire as soon as possible. **Please take part before the survey closes on 1st December 2023.**

* Please take 15 minutesto fill out the questionnaire
* Return the questionnaire using the Freepostenvelope (no stamp is needed)

Please see the back of this letter for information on how your answers will be used. If you have any questions or need help filling in the survey, please email [[X](mailto:XXXXXXXXXXX@XXXXXX.XXX)X[XXXXXXXXX@XXXXXX.XXX](mailto:XXXXXXXXXXX@XXXXXX.XXX)] or call [our Freephone helpline] on [phone number and opening times].

# We look forward to hearing from you soon - thank you for your time.

Yours sincerely,

[Chief Executive Signature]

[Chief Executive Name]

Chief Executive, [NHS Trust Name]

# What if I do not want to take part in the survey?

This survey is voluntary. If you choose not to take part in this survey, please call our Freephone helpline [phone number] or email us on [XXXXXXXXXXX@XXXXXXXXX] stating “opt-out” and your Survey number (written on the front page of this letter). You will not need to give a reason and this will not affect your care.

# Who is carrying out the survey?

This survey is being carried out by the Care Quality Commission (CQC) who are the independent regulator of health and adult social care in England. Surveys like this help CQC to find out where care is good or if it needs to improve. You can find out more about CQC’s work on its website: [www.cqc.org.uk](http://www.cqc.org.uk)

# Can a relative, friend or carer complete this survey for me?

Yes, but when answering the questions, they must give the view of the person who the letter was addressed to.

# What are the survey number and online password for?

The survey number is used to identify who has responded to the survey (so that reminders are only sent to people who haven’t responded). The survey number is not linked to your NHS number.

# How are my answers and the results from the survey used?

The results will be published on CQC’s website in spring 2024. To see results from previous surveys, please go to: <http://www.cqc.org.uk/cmhsurvey>

We share results with national bodies, including the Department of Health and Social Care and NHS England to help their work. Data may also be shared with approved university or charity research teams. Shared data never includes names, phone numbers or addresses. You can see more information about how data is shared at: <http://nhssurveys.org/received-a-questionnaire/>

Your answers to the survey are not linked to your name, phone number or full address, but researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results. If comments on the survey suggest that you or someone else is at serious risk of harm, your details would be provided to the appropriate authority to investigate, as part of our safeguarding duty.

# How is my personal data protected?

Your personal data are held in accordance with the General Data Protection Regulation and the NHS Confidentiality Code of Practice. If you would like more information about how [NHS trust name] or CQC use your personal information, what your rights are under the law or how to get in touch, please see our privacy notices at [link to trust privacy notice] and <https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

[NHS trust name] selected a sample of people who had recently used their services. Personal data about your involvement in this survey is not used for any other purpose and is deleted once the survey process is complete.

<IF CONTRACTOR USED> Your contact details have been passed to [contractor], only so that they can send you this questionnaire and process your response. [Contractor] will process your answers in confidence and keep them separate from your contact details. [Contractor] will delete your contact details once the survey process is completed.